

Information
Services
Program
(ISP)

**Information
Systems
Planning
Report**

**"Other"
Industry Sector**

INPUT[®]

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INFORMATION SYSTEMS PLANNING REPORT

"OTHER" INDUSTRY SECTOR

INPUT

INFORMATION SYSTEMS

PLANNING REPORT

1987



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Information Systems Program (ISP)

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Introduction







Introduction

The "Other" Industry sector includes a number of industry segments which do not fit conveniently into any of the vertical market sectors INPUT reports on. This report covers six distinct segments as follows (see Exhibit I-1).

- Hotel/Motel includes lodging chains, inns, and resorts but not restaurants; the retail distribution industry sector report covers restaurants.
- Agriculture includes grain, produce, and livestock farms but not farm suppliers.
- Construction includes specialized construction firms as well as land developers and contractors.
- Recreation and entertainment includes theaters, sports, motion pictures, TV, and radio.
- Automotive services includes automobile rental agencies as well as automotive repair services.
- Non-profits and membership organizations includes non-profit philanthropic organizations, associations, and membership clubs.

EXHIBIT I-1

**"OTHER" INDUSTRY
SECTOR**

- Hotel/Motel
- Agriculture
- Construction
- Recreation/Entertainment
- Automotive Services
- Non-Profit/Membership Organizations

the 1990s, the number of people in the UK who are aged 65 and over has increased by 1.5 million, and the number of people aged 75 and over has increased by 1.2 million (Office for National Statistics 2000). The number of people aged 85 and over has increased by 0.5 million in the same period.

There is a growing awareness of the need to develop services to meet the needs of older people. The Department of Health (1999) has published a strategy for older people, which sets out the government's commitment to improve the health and social care of older people. The strategy is based on the following principles:

- Older people should be able to live independently for as long as possible.
- Older people should be able to access the services they need when and where they need them.
- Older people should be able to participate in decisions about their care and services.
- Older people should be able to live in their own homes for as long as possible.

The strategy also sets out a number of key objectives, including:

- To improve the health and social care of older people.
- To ensure that older people have access to the services they need when and where they need them.
- To ensure that older people are able to participate in decisions about their care and services.
- To ensure that older people are able to live in their own homes for as long as possible.

The strategy is a key document for the development of services for older people. It sets out the government's commitment to improve the health and social care of older people, and provides a framework for the development of services.

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The strategy also sets out a number of key objectives, including:



Major Issues



21

II

Major Issues

A**Driving Forces**

Driving forces for this segment are varied because of the variety of industry segments covered (see Exhibit II-1).

EXHIBIT II-1**"OTHER" INDUSTRY DRIVING FORCES****Hotel/Motel**

- Stiff Competition
- Saturated Market

Construction

- Industry Cycles
- Complexity of Construction

Agriculture

- Weak Farm Economy

Recreation/Entertainment

- Changing Consumer Preferences

Automotive Services

- Competition for Repeat Customers

Non-profits

- Special Financing Challenges



Tax reform is changing accounting policies and procedures. This forces Information Systems departments to adapt existing accounting systems to the new rules.

Advancing network technology and ever more powerful personal computers are driving change toward decentralized systems in all industries.

1. Hotel/Motel

This industry is driven by a need to attract customers and cultivate chain loyalty. The market for hotel/motel services is nearly saturated, so growth for individual companies depends on their ability to develop a base of loyal repeat customers and to woo customers away from other chains. IS for the hotel/motel industry is focusing on improving customer service.

2. Construction

The construction industry is on the down side of its current cycle and is likely to continue on that course throughout 1987. As a result, IS departments are working particularly hard to help minimize corporate as well as IS costs.

Perhaps the most important factor influencing IS in construction is the nature of construction management. Job sites change frequently, and use of subcontractors makes organizing a construction project very complex. Coordinating computer systems under these conditions is difficult.

3. Agriculture

The sagging farm economy makes cost reduction a top priority in this segment. Most survey respondents claimed to be feeling pressure imposed by the weak farm economy. The need to be competitive in an unhealthy market is the primary motivating force for IS managers in agriculture.

4. Recreation/Entertainment

Consumer tastes and preferences drive the recreation/entertainment industry, and providing the means for monitoring tastes and preferences is a key job of the IS department.

5. Automotive Services

Like the hotel/motel segment, the automotive services segment is driven by the high level of competition for customers. In auto rentals and auto

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repair, convenience and service differentiate rental agencies and garages from their competitors.

6. Non-Profit/Membership Organizations

Financing is a constant driving force for non-profits. Since the sources of income for non-profits are usually not direct benefactors of their services, there is an unusual challenge here to raise money through means outside of the principal activity or objective of the organization.

Although associations derive a large portion of income from dues from their direct benefactors, sources of income such as investments and unrelated business activities are more important to associations than to for-profit businesses. Running on a trim budget and managing information are chief concerns for associations.

Membership organizations are driven by the need to provide services and maintain member records.

B

Issues and Objectives

While most issues and objectives are segment-specific, a few are common to IS departments in all the segments covered in this report (see Exhibit II-1).

Adjusting accounting systems to changes imposed by tax reform is an immediate objective for all IS departments.

Distributed systems and large numbers of isolated PCs provide a new management challenge for IS directors. With the number of end users increasing all the time, managing a company's information systems is increasingly a job of managing people. For some IS directors, the attitudes of upper management are an obstacle to implementing effective computer systems. Management's resistance to change was a recurring peeve of IS management in most of the sample.

1. Hotel/Motel

IS supports the entire company, so its objectives mirror those of the company as a whole. The basic objectives of any hotel/motel are:

- Keep occupancy high
- Keep operating costs down
- Protect and entertain guests



System integration is an important objective of hotel/motel IS departments. Many IS departments have installed automation of various functions, one piece at a time, without much concern for forming an integrated system. Two problems have arisen from this lack of integration:

- a. Data entry clerks may have to enter one set of data to several different systems. For example, payroll and hotel security applications both require information about employees' working hours, but the systems are seldom integrated.
- b. The uncoordinated mass of automation is difficult to manage.

Both of these problems can be alleviated by integration. Since integration after the fact is difficult, IS managers are approaching this problem in two ways.

- a. System overhaul - design and implement a completely new integrated system, usually with the aid of outside consultants and system designers.
- b. Gradual replacement - replace old applications one at a time with new ones which can eventually become part of a well integrated whole.

2. Construction

Conversion to distributed or decentralized systems is an immediate objective for IS departments in those segments which can afford such luxuries (single-family residential and public works), but a low priority for firms in the office and multi-family housing segments.

3. Agriculture

Respondents in the agriculture segment cited a wide variety of issues and objectives, including integration of applications, utilization of strategic capabilities of information systems to improve marketing, and optimization of cost efficiency in order to survive the poor farm economy. Controlling costs and optimizing efficiency are common threads among a large majority of responses.

4. Recreation/Entertainment

Improved data collection and analysis techniques to increase effectiveness of sales and demographic analysis and marketing are primary objectives.

For movie, TV, and theater productions, maintaining the technical quality of the finished product is an important objective. IS can contribute to

achieving this objective with scheduling and production automation systems.

5. Automotive Services

With customer service a top priority, rental agencies and garages seek to maintain or install reservation systems, fleet maintenance systems, and computer diagnostic systems that will provide competitive customer service and vehicle reliability.

In the automotive repair business some shops can claim significant differentiation or services through computer diagnostics. For example, for its newest cars Ford has developed an on-board computer that can connect with diagnostic systems in dealers' service bays to provide instant diagnostics in some cases. Ford also provides an on-line data base to assist with more complex diagnostics and repairs.

6. Non-Profit/Membership Organizations

There has been some controversy in the non-profit segment over a financing strategy called "piggy-backing." Non-profits establish peripheral, profitable businesses to help finance their mainline non-profit operations. The controversy is that the profitable businesses of a non-profit organization may have an unfair advantage in the marketplace due to tax-exempt status.

The fundamental objectives of IS in the non-profit segment are:

- Provide basic accounting and office applications
- Facilitate fund raising

Association management is somewhere between for-profit and non-profit management. A large portion of income is derived from membership dues and fees for services provided directly to members, but associations must also tap other income sources. Associations are sources of information for an industry, and must manage and disperse that information through data bases and other information management systems.



EXHIBIT II-2

"OTHER" INDUSTRY DRIVING FORCES**General**

- Adjust Old Accounting Systems to New Tax Laws
- Encourage End-User Computing

Hotel/Motel

- Integrate Systems

Construction

- Coordinate Field Systems With Corporate Systems

Agriculture

- Control Costs and Optimize Efficiency

Recreation/Entertainment

- Pursue Improvements in POS for Data Collection

Automotive

- Improve Customer Service

Non-Profit/Membership Organizations

- Manage Fundraising
- Manage Information

B**Impact of
New Technology****1. Hotel/Motel**

Video conferencing has two opposing effects: It diminishes the need for business travel, and thus diminishes demand for lodging facilities, but if hotels and motels become providers of video conferencing services, they may make up for some of the business lost to the technology.



Property management systems act as information system hubs, tying disparate functions into one system.

Electronic locking systems are a relatively recent development which reduces theft and significantly eliminates the cost of re-keying rooms.

Energy management systems are essential for large properties since a 10 percent reduction in energy costs can represent significant savings. Energy management systems optimize air-conditioning and heating by automatically shutting them off in vacant rooms and by turning certain lights off automatically at appropriate times.

2. Construction

Computer technology has been slow to take hold in the construction industry because of the unusual nature of construction projects: no construction site is permanent, and the organization or labor changes constantly as subcontractors come and go. Automation of field operations is the area of most rapid development in IS in construction.

Until recently, IS for construction consisted almost entirely of accounting and office applications. The change is due to increasing functionality of project management packages and software that integrates the various operational aspects of construction.

Some construction companies have begun to integrate field and corporate applications in order to reduce duplicated data entry, and eventually, to feed expert system data bases.

- To a limited extent, construction companies are integrating CADD systems with estimating. Dimensions and materials specified in a design can be tied directly to estimating systems to avoid re-keying these data.
- Ultimately, data concerning building methods, as well as materials and dimensions, could be moved from a CADD system directly to an expert system for estimating. The expert system would then complete the estimate based on costs of materials and labor.

Integrating field applications with corporate applications adds to the responsibilities of the IS department.

The impact of technology will be significant. When critical path scheduling techniques can be effectively automated and integrated with cost control and corporate applications, improvements in speed and adherence to budgets and schedules will improve markedly. However, users and consultants to the construction industry agree that functional packages for these applications are simply not yet available.



3. Agriculture

Three to five percent of farmers will go under each year for the next four to five years, according to *Duns Business Monthly* (9/86). Large farms with the capital and economies of scale to weather lean times will be the survivors, and automated systems will play a major role in their marketing and operations strategies.

4. Recreation/Entertainment

The combination of point of sale (POS) and telecommunications technologies enables theaters and movie production and screening companies to monitor consumer preferences and demographics with a speed not possible five years ago. Continuing improvements in POS for data collection and telecommunications for data transfer make sales forecasting even simpler and faster.

IS is also being used as a production tool in the TV and motion picture segments. Scheduling applications helps automate the most labor-intensive aspects of production, which, according to one respondent, provides "drastic cost reductions."

5. Automotive Services

Communication technology has provided the tools by which auto rental agencies have been able to offer drastic improvements in customer service. As rental agencies continue to seek new ways to differentiate their services, they often turn to technology for increasingly sophisticated reservation systems and reliable tracking of fleet maintenance records.

The most obvious impact of technology on auto repair services is faster, more accurate diagnoses of car problems. In addition, mechanics will have on-line data bases available for them to look up information on repair procedures or unusual makes and models.

6. Non-Profit/Membership Organizations

Non-profits and associations are often small organizations running on limited budgets. For this reason they employ very little expensive, highly advanced technology. Basic office functions, data base, and fund raising applications comprise the bulk of their data processing activities.

Membership organizations vary so greatly in size, function, and wealth that it is impossible to assess the impact of technology on membership organizations in general. Applications that are specific to the membership aspect of these organizations are essentially specialized data base packages which will continue to become easier to use over time, but there are no major changes on the horizon for IS in membership organizations.

the 1990s, the number of people with a diagnosis of schizophrenia has increased in the United Kingdom (Meltzer et al. 1998). The prevalence of schizophrenia in the United Kingdom is estimated to be 1.2% (Meltzer et al. 1998).

There is a growing awareness of the need to improve the lives of people with schizophrenia. The United Kingdom has a number of government departments and agencies that are responsible for the care of people with mental health problems. The Department of Health is responsible for the overall policy and funding of the mental health services. The Department of Social Security is responsible for the provision of social security benefits to people with mental health problems. The Department of the Environment is responsible for the provision of housing and other social services to people with mental health problems. The Department of Education is responsible for the provision of education and training for people with mental health problems.

The National Health Service (NHS) is the main provider of mental health services in the United Kingdom. The NHS is a public body that is funded by the government. The NHS is responsible for the provision of a wide range of mental health services, including assessment, diagnosis, treatment, and rehabilitation. The NHS is also responsible for the provision of social services to people with mental health problems. The NHS is a large organization that is made up of many different departments and agencies. The NHS is a public body that is funded by the government.

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Applications





III

Applications

A

Hotel/Motel

A property management system often acts as the hub or a large integrated hotel or motel system. It helps coordinate security, accounting, reservations, and personnel applications. Central reservation systems for hotels and motels make it possible for customers to book reservations at any of a chain's locations from any of its other locations. Reservation networks are likely to be available soon so independent hotels and motels will be able to take advantage of the communications technology. Independents would belong to a network and might submit to a code of standards and inspections set by the administering organization.

Other hotel/motel applications can be divided into two groups: Sales and Marketing, and Guest Services.

- Sales and Marketing

Registration and billing systems keep track of guests' tabs and collect point of sale information for forecasting and sales analysis.

Booking of conference facilities should be automated to allow sales people to schedule conferences and close sales while clients are on the phone.

- Guest Services

A variety of electronic locking systems are available to help reduce theft of all kinds and to virtually eliminate employee theft.

In-room entertainment can be managed and billed by computer. Guests will select movies or other video services via an in-room terminal, and the charges will automatically be billed to their account.

Concierge services will also be available through the television set or in-room terminal. Such services are already available in many hotel lobbies.

In-room microcomputers with network hookups will be a welcome perk to business travelers.

Hotels will provide video conferencing services in order to retain some of the business they would otherwise lose to the technology.

B**Construction**

Project management is the most important industry-specific application in construction. Project management packages play a vital role in scheduling and cost control on-site, but are usually not well integrated with corporate systems and other on-site applications.

Other industry-specific construction applications include estimating, CADD (computer aided design and drafting) applications, and a variety of specialized engineering applications.

C**Agriculture**

Applications for agriculture facilitate management of various kinds of farming and help optimize costs and productivity.

- Livestock management systems track geneology, health records and productivity of cows, sheep, chickens, and other livestock.
- Feed optimization packages analyze the nutritional value and cost of feed mixes.
- Fertilizer packages do the same thing to optimize cost-effectiveness of fertilizing.
- Orchard and crop management systems track costs of production for grains and produce.

Some agricultural banks provide crop selection services for their farming customers. They use microcomputers to analyze individual factors and price information from Dow Jones, CompuServe, and the AgriData Network to determine the most profitable mix of crops to plant (*ABA Banking Journal*: 11/86).

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D**Recreation/
Entertainment**

Large recreation/entertainment systems focus on market research and sales analysis.

- Point of sale (POS) systems provide data collection to feed sales analysis and forecasting applications.
- Telecommunications plays an important role in this segment since data must be transferred from the point of sale to corporate computers to analysis.

Other applications for recreation/entertainment include sports statistics packages, league management packages, production scheduling for movies and TV, and a wide variety of specialized packages for theater and sports facility management, radio and TV station management, and movie, TV, and radio production.

E**Automotive**

Networked reservation systems work the same way for auto rental agencies as for hotels and motels: A customer can reserve a car at any of an agency's outlets from any of its other outlets. The quality of a rental agency's reservation system is particularly important in drawing customers since customers have closer contact with it than with any of an agency's other systems.

Fleet management systems enable auto rental agencies to track maintenance records on all their cars and to schedule routine maintenance.

Auto mechanics are increasingly using computerized diagnostic tools and on-line data bases to assist in auto repair.

F**Non-Profit/
Membership
Organization**

Applications for this segment include on-line legislative data-bases for associations and non-profit tax exempt organizations, specialized fund-raising packages, and specialized member record-keeping packages.

the 1990s, the number of people in the world who are under 15 years of age has increased from 1.1 billion to 1.5 billion, and the number of people aged 65 and over has increased from 0.2 billion to 0.5 billion (United Nations 1999).

There is a growing awareness that the needs of children and young people are different from those of adults, and that the needs of children and young people are different from those of older people. This has led to a growing emphasis on the need for services to be tailored to the needs of children and young people, and to the need for services to be tailored to the needs of older people.

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Budget Analysis



IV

Budget Analysis

The results of the annual budget analysis are contained in Exhibit IV-1. Personnel is by far the largest category, accounting for 44 percent of IS budgets. Hardware follows at around 20 percent.

- Mainframe systems account for the largest share of the hardware budget at 29 percent.
- Microcomputers are the fastest growing item in the hardware budget.

"External Software" and "Hardware Maintenance" are the fastest growing items on the entire budget, both growing at 22 percent.

"Software Maintenance" is the second fastest growing item with a growth rate of 19 percent.

Companies in the "Other" Industry sector developed 70 percent of all their software in house. They purchased the rest as packaged software, or had it developed outside (see Exhibit IV-2). And; 60 percent of the programming staffs of "Other" Industry companies provide maintenance and enhancements to existing systems, while the other 40 percent develop new software (see Exhibit IV-3).

the 1990s, the number of people in the world who are under 15 years of age has increased from 1.1 billion to 1.6 billion, and the number of people aged 65 and over has increased from 0.2 billion to 0.5 billion (United Nations 1999).

There are a number of reasons why the world population is ageing. One of the main reasons is that the number of people who are living longer is increasing. This is due to a number of factors, including improvements in medical care, better nutrition, and a decline in the number of people who are dying from infectious diseases. Another reason is that the number of people who are having children is decreasing. This is due to a number of factors, including a decline in the number of people who are having children at a young age, and a decline in the number of people who are having children at all.

The world population is ageing, and this is a trend that is likely to continue for many years to come. This has a number of implications for the world, including a need for more social security, a need for more health care, and a need for more education. It also has a number of implications for the economy, including a need for more workers and a need for more capital.

There are a number of ways in which the world can deal with the ageing population. One way is to increase the number of people who are working. This can be done by encouraging people to work longer, and by encouraging people to work in more demanding jobs. Another way is to increase the number of people who are saving. This can be done by encouraging people to save more, and by encouraging people to save in more secure ways.

There are a number of other ways in which the world can deal with the ageing population. One way is to increase the number of people who are retired. This can be done by increasing the number of people who are eligible for retirement, and by increasing the number of people who are receiving retirement benefits. Another way is to increase the number of people who are living in retirement homes. This can be done by increasing the number of retirement homes, and by increasing the number of people who are living in retirement homes.

There are a number of other ways in which the world can deal with the ageing population. One way is to increase the number of people who are working in the service sector. This can be done by encouraging people to work in the service sector, and by encouraging people to work in more demanding jobs in the service sector. Another way is to increase the number of people who are working in the manufacturing sector. This can be done by encouraging people to work in the manufacturing sector, and by encouraging people to work in more demanding jobs in the manufacturing sector.

There are a number of other ways in which the world can deal with the ageing population. One way is to increase the number of people who are working in the agricultural sector. This can be done by encouraging people to work in the agricultural sector, and by encouraging people to work in more demanding jobs in the agricultural sector. Another way is to increase the number of people who are working in the construction sector. This can be done by encouraging people to work in the construction sector, and by encouraging people to work in more demanding jobs in the construction sector.

There are a number of other ways in which the world can deal with the ageing population. One way is to increase the number of people who are working in the health care sector. This can be done by encouraging people to work in the health care sector, and by encouraging people to work in more demanding jobs in the health care sector. Another way is to increase the number of people who are working in the education sector. This can be done by encouraging people to work in the education sector, and by encouraging people to work in more demanding jobs in the education sector.

There are a number of other ways in which the world can deal with the ageing population. One way is to increase the number of people who are working in the public sector. This can be done by encouraging people to work in the public sector, and by encouraging people to work in more demanding jobs in the public sector. Another way is to increase the number of people who are working in the private sector. This can be done by encouraging people to work in the private sector, and by encouraging people to work in more demanding jobs in the private sector.

There are a number of other ways in which the world can deal with the ageing population. One way is to increase the number of people who are working in the non-profit sector. This can be done by encouraging people to work in the non-profit sector, and by encouraging people to work in more demanding jobs in the non-profit sector. Another way is to increase the number of people who are working in the voluntary sector. This can be done by encouraging people to work in the voluntary sector, and by encouraging people to work in more demanding jobs in the voluntary sector.

There are a number of other ways in which the world can deal with the ageing population. One way is to increase the number of people who are working in the informal sector. This can be done by encouraging people to work in the informal sector, and by encouraging people to work in more demanding jobs in the informal sector. Another way is to increase the number of people who are working in the formal sector. This can be done by encouraging people to work in the formal sector, and by encouraging people to work in more demanding jobs in the formal sector.

EXHIBIT IV-1

**1986 BUDGET DISTRIBUTION AND 1986/1987 CHANGES
IN THE "OTHER" INDUSTRY SECTOR**

BUDGET CATEGORY	1986 I.S. BUDGET (PERCENT)	1986/1987 EXPECTED BUDGET GROWTH (PERCENT)
Personnel	44.0	7
Mainframe Processors	13.0	7
Minicomputers	6.0	8
Microcomputers	6.0	1
Mass Storage Devices	4.0	10
Other Hardware	11.0	13
Total Hardware	40.0	11
Data Communications	4.0	10
External Software	4.6	22
Professional Services	1.4	8
Software Maintenance	1.5	19
Hardware Maintenance	1.5	22
Other	3.0	5
Total	100.0	10

the 1990s, the number of people in the UK who are employed in the public sector has increased by 1.5 million, from 2.5 million in 1980 to 4 million in 1995 (Department of Health 1996).

There is a growing emphasis on the need to improve the efficiency of the public sector, and to ensure that the public sector is able to deliver the services that are required by the public. This has led to a number of initiatives, including the introduction of competition, the restructuring of public sector organisations, and the introduction of new management practices.

One of the key challenges facing the public sector is the need to improve the quality of the services that it provides. This is a challenge that is being met by a number of initiatives, including the introduction of new management practices, the restructuring of public sector organisations, and the introduction of competition.

Another key challenge facing the public sector is the need to improve the efficiency of the services that it provides. This is a challenge that is being met by a number of initiatives, including the introduction of new management practices, the restructuring of public sector organisations, and the introduction of competition.

A third key challenge facing the public sector is the need to improve the financial performance of the services that it provides. This is a challenge that is being met by a number of initiatives, including the introduction of new management practices, the restructuring of public sector organisations, and the introduction of competition.

Finally, a fourth key challenge facing the public sector is the need to improve the public's perception of the services that it provides. This is a challenge that is being met by a number of initiatives, including the introduction of new management practices, the restructuring of public sector organisations, and the introduction of competition.

In conclusion, the public sector is facing a number of challenges, including the need to improve the quality of the services that it provides, the need to improve the efficiency of the services that it provides, the need to improve the financial performance of the services that it provides, and the need to improve the public's perception of the services that it provides. These challenges are being met by a number of initiatives, including the introduction of new management practices, the restructuring of public sector organisations, and the introduction of competition.

The public sector is a complex and challenging environment, and it is essential that it is able to deliver the services that are required by the public. This requires a number of initiatives, including the introduction of new management practices, the restructuring of public sector organisations, and the introduction of competition. Only by doing so can the public sector be able to meet the challenges that it faces.

EXHIBIT IV-2

**"OTHER" INDUSTRIES
IN-HOUSE DEVELOPED VERSUS
PURCHASED SOFTWARE**

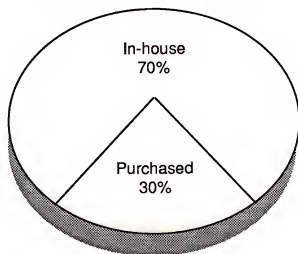
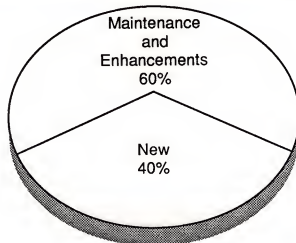


EXHIBIT IV-3

**"OTHER" INDUSTRY
PROGRAMMING STAFF ASSIGNED TO
NEW SYSTEMS OR MAINTENANCE**



the 1990s, the number of people in the world who are under 15 years of age has increased by 1.2 billion, from 1.1 billion in 1980 to 2.3 billion in 1999 (United Nations 2000). The number of children in the world is projected to increase to 3.5 billion by 2025 (United Nations 2000).

There is a growing awareness of the need to address the needs of children in the world. The United Nations Convention on the Rights of the Child (United Nations 1989) is the most widely ratified human rights treaty in the world. It sets out the rights of children and the responsibilities of governments to protect and promote these rights. The Convention has been ratified by 112 countries, including all of the member states of the United Nations.

The Convention has been a catalyst for the development of child protection systems in many countries. It has led to the establishment of child protection services, the development of child protection laws, and the implementation of child protection policies. The Convention has also led to the development of child protection standards, which are used to assess the performance of child protection systems.

Child protection is a complex and multifaceted issue. It involves the identification, investigation, and response to child abuse and neglect. Child protection services are responsible for ensuring that children are safe and that their rights are protected. Child protection services are also responsible for providing support and assistance to children and their families.

Child protection is a global issue. Child abuse and neglect are found in all countries, regardless of their level of development. Child protection services are needed in all countries to protect children and promote their rights. Child protection services are also needed to provide support and assistance to children and their families.

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